

# Administration Console Login Guide

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## Overview

This document outlines how to login to the Swivel Administration Console.

## Prerequisites

Swivel 3.x

## Swivel Administration Console Login Guide


### Connect to the Swivel Administration Console

In a web browser open a connection to the Swivel instance, this may vary depending upon the installation, the typical Swivel configurations are given below:

- Swivel Appliance: <https://<IP>:8080/pinsafe>
- Swivel software install: <http://<IP>:8080/pinsafe>

For issues with Administration Console Login see [Cannot login to PINsafe admin console](#)

A login screen should appear with fields to enter Username, Password and OTC

<ul style="list-style-type: none"><li>• <a href="#">Login</a></li></ul>	<div><h2>PINsafe Administration Login </h2><p>Username: <input type="text"/></p><p>Password: <input type="password"/></p><p>OTC: <input type="text"/></p><p><input type="button" value="Start Session"/> <input type="button" value="Login"/></p></div>
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### Login to the Administration Console

The Swivel Administrator should have configured access to the Swivel Administration console, which may have been delivered automatically in an email or by SMS, with the following information:

- Username
- Password (optional)
- PIN number
- Security String for login (optional), by SMS, email, mobile phone client

For information on how to extract the One Time Code from the Security String, using the PIN number see [PINsafe User Guide](#)

Enter the Username

- [Login](#)

## PINsafe Administration Login

Username:

Password:

OTC:

Start Session

Login

If you have been assigned a Swivel password enter it, otherwise leave the password field empty.

If you have a security string already, then using the PIN enter the OTC, (never enter the PIN number), otherwise click start session to generate a security string, as below.

- [Login](#)

## PINsafe Administration Login

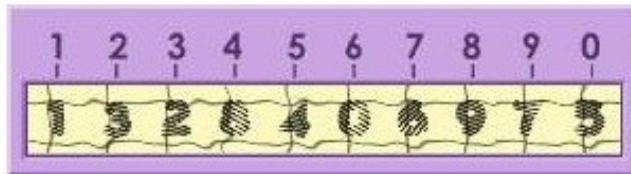
Username:

Password:

OTC:

Start Session

Login



Enter the One Time Code in the OTC field as below, then click login.

- [Login](#)

## PINsafe Administration Login

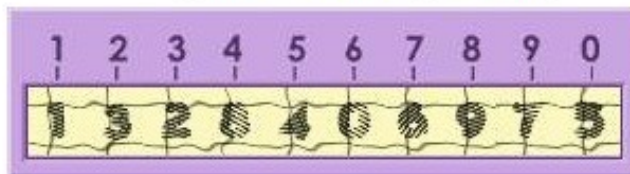
Username:

Password:

OTC:

Start Session

Login



A successful login should either display the Status Page for Administrators, or the User Administration for Helpdesk users.

## Known Issues

The cursor will automatically revert back to the password field rather than the OTC field.

## Troubleshooting

Check the Swivel logs, see [Troubleshooting Files FAQ](#)

You cannot login to the Administration console unless you have either Admin or Helpdesk level access rights.

see [Cannot login to PINsafe admin console](#)